

WHAT IS CLAIMED IS:

1 1. A method for managing a repair process for a fault between a proactive
2 network repair system and customer service system using a repair ticketing system, the
3 method comprising:

4 detecting the fault in the proactive network repair system;

5 sending an indication of the fault to the repair ticketing system;

6 creating a repair ticket;

7 correlating one or more customers affected by the fault to the repair ticket; and

8 communicating the repair ticket and the one or more customers affected by the
9 fault to customer service system before a call is received by the one or more customers
10 affected by the fault.

2. The method of claim 1, wherein the video and data network comprises
a Digital Subscriber Line (xDSL) network.

3. The method of claim 1, wherein the video and data network comprises
a Very high bit rate DSL (VDSL) network.

4. The method of claim 1, wherein the proactive network repair system
comprises a fault management system, proactive repair system, and performance
management system.

5. The method of claim 4, further comprising communicating the repair
ticket to the fault management system, proactive repair system, and performance
management system.

6. The method of claim 1, further comprising sending an indication that
the fault is resolved to the repair ticketing system.

7. The method of claim 1, further comprising closing the repair ticket.

8. The method of claim 7, further comprising communicating the
resolution of the repair ticket to the customer service system and proactive network repair
system.

1 9. A method for managing a repair process for a fault between a fault
2 management system, proactive repair system, performance management system, and
3 customer service system using a repair ticketing system, the method comprising:
4 detecting the fault in at least one of the fault management system, proactive
5 repair system, and performance management system;
6 sending an indication of the fault to the repair ticketing system;
7 creating a repair ticket;
8 correlating a list of customers affected by the fault to the repair ticket;
9 communicating the repair ticket and the list of customers to the customer
10 service system before a call is received by a customer in the list of customers; and
11 communicating the repair ticket to the fault management system, proactive
12 repair system, and performance management system.